

# **INDIANA DATA AND COMMUNICATIONS SYSTEM CERTIFICATION PROGRAM**

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## IDACS OPERATOR / COORDINATOR

### CERTIFICATION TRAINING

#### PROGRAM AUTHORITY

240 IAC 5-2-11

Authority: IC 10-1-1-3; IC 10-1-2.5-7

Affected: IC 5-2-5-5; IC 10-1-2.5-2

#### Sec. 11.

- (a) All IDACS Terminal Operators (including mobile terminals) shall be trained and tested for their proficiency at operating the IDACS terminal. All IDACS Coordinators shall be trained and tested for their proficiency at operating the IDACS terminal and for their skill as the Coordinator.
- (b) The objectives of training requirements shall be as follows:
  - (1) To insure that Terminal Operators and Coordinators are familiar with the laws governing IDACS/NCIC/NLETS, IDACS system rules, regulations, and procedures, and what files (functions) are available and how to utilize them properly.
  - (2) Create an awareness of IDACS/NCIC/NLETS System capabilities in order to allow Criminal Justice Agencies to obtain maximum use of the system.
- (c) All persons assigned a system password to operate the IDACS Terminal and persons designated IDACS Coordinator by their agency shall be trained and tested according to the guidelines set forth by the IDACS Committee and approved by the State Police Superintendent.
- (d) Training course content to be derived from the IDACS/NCIC/NLETS manuals and publications and be periodically reviewed for relevancy and accuracy and updated accordingly.
- (e) The IDACS Committee can authorize the removal of a system password, or impose sanctions on an agency for non-compliance with these procedures.

# INDIANA DATA AND COMMUNICATIONS SYSTEMS

## CERTIFICATION PROGRAM

### INTRODUCTION

Since 1971, the use of computers in law enforcement has greatly increased. In Indiana, it has increased from just a few files to the point where the average Operator may not be aware of what is available and the system is projected to have continued growth. This rapid growth and constant procedure changes has created an unending challenge in the area of training. In 1986, the IDACS Committee recognized this challenge and, as a step towards meeting this challenge, issued new rules and regulations that include requirements for all Training Instructors, Terminal Operators and agency Coordinators to complete a certification program. In addition, the Committee has authorized informational seminars for Users and Agency Administrators.

The IDACS Section according to a published calendar, to be issued in advance, will conduct classes. Agencies with Trusted Servers (TS) will conduct the same training to agencies they service in the same manner as the IDACS Section provides on an as needed basis. The Trusted Server Coordinator will conduct the testing for Inquiry Operators that do not use the Omnixx Client.

The IDACS Section and Trusted Server Instructors will conduct Terminal Operator Classes for certification and recertification. IDACS Coordinator courses will also be provided for certification purposes. Recertification will be accomplished through IDACS On-Line Training or by attending an IDACS Class.

The goal of this certification program is to create an awareness of IDACS/NCIC/NLETS capabilities in order that Criminal Justice and Law Enforcement Agencies obtain maximum benefits of the system. Described herein is a program that I believe will obtain this goal.

Raymond Benn, Major  
Chairman, IDACS Committee

## WHY AN IDACS CERTIFICATION PROGRAM?

Why must I attend this class? Most individuals who do not operate the terminal on a regular basis ask this question. Let's explore just a few of the reasons.

The first reason to train is to keep you informed about what is available and how to access it. Our system (IDACS/NCIC/NLETS) is becoming more and more complex with each new day. Before 1971, there was hardly a system and training was optional. Today, however, there are many functions available to the operator including: the various BMV files, the IDACS/NCIC Wanted files, NCIC's Triple I, message switching, Hit Confirmation, out-of-state and Canadian files, Criminal History files, NICB (formerly NATB) files, and Hazardous Materials files.

The second reason an operator must be trained is IDACS/NCIC/NLETS rules and regulations. Each operator needs to know what is available, as well as what can and cannot be done with system data according to State and Federal Laws. Indiana Code, Indiana Administrative Code, and Federal Title 28 are quite specific about the misuse of data. Beyond misuse of system data violations, there are sanctions that can be imposed upon an agency for violations of rules and regulations.

The third reason for training is due to a large number of civil lawsuits that have been filed throughout the country concerning the lack of proper training for law enforcement personnel. There are case studies available in the pamphlet entitled "NCIC Areas of Liability." "Inadequate policy may result in a finding by a court that breach of a specific duty has occurred and the persons involved are liable for damages under the general principles of tort law."

In summary, even though an individual may not operate a terminal on a regular basis, the potential for misuse of the system and its data still exists. An operator must be aware of procedures, regulations, liabilities, and the proper way to utilize the system. IDACS Operators must be informed and to be informed, they must be trained.

## TERMINAL OPERATOR/COORDINATOR CERTIFICATION

### GENERAL INFORMATION

On January 1, 1986, an IDACS Terminal Operator and Coordinator Certification programs were implemented. Certification procedures and guidelines were revised and approved by the IDACS Committee on March 7, 2006. The following rules will apply:

#### METHOD OF CLASS ANNOUNCEMENT

The training calendar is entered into Omnixx Force Help under IDACS Training and/or [www.in.gov/isp/idacs](http://www.in.gov/isp/idacs). The information provided will include the following:

- A. Location and Date(s) of the classes.
- B. Any additional classes will be announced on the IDACS Bulletin Board.
- C. Class sessions will be held in IDACS Areas 1, 2, 3, 4, and 5 a minimum of (1) every other month.

#### CLASS ENROLLMENT

Applications for class attendance must be submitted to the IDACS Section in writing from the Agency Head or Coordinator. When an agency needs to remove a person from a class, IDACS must be notified in writing.

#### CLASS SIZE

Class size will be determined by the training facility capacity limitations, and by the IDACS Instructor.

#### LENGTH OF CLASSES

The Terminal Operator class begins at 0830 hours (local time) on the first day with an examination to be taken after completion of the class. Coordinator certification will be held on the last day with an examination to be taken after completion of the class.

#### ATTENDANCE

Persons who are late for any of the class may be dismissed. It is at the discretion of the Instructor to determine if the person has missed too much material to successfully pass the test.

## CLASS MATERIALS

Instruction in the class covers all aspects of IDACS/NCIC/NLETS capabilities available to the users. Classroom lecture follows the handout entitled “IDACS Lesson Plan, Operators Course” and reflects material from the IDACS/NCIC/NLETS manuals.

## EXAMINATIONS

All questions on the examination will be taken from the handout and lecture material.

Any student who fails to pass the test at the end of the Instructor led training, must coordinate with the Instructor to choose one (1) of the following options:

1. Coordinate to attend the final day of training at any other IDACS training course and take the test again.
2. Attend the same course again.
3. If previously certified, take the test on-line.

## CERTIFICATE

Certificates will be awarded for the initial certification. Thereafter, an inquiry into the Certified Operator File should be made to determine the expiration date.

## LENGTH OF CERTIFICATION STATUS

The Certified Operator File will automatically be updated to show the date re-certification is due. Each time a student is re-certified through on-line testing, the IDACS System will automatically be updated. Agency Coordinators may obtain an updated re-certification list through Omnixx Console.

After a student has been certified, they will retain their certification status for two (2) years. They will be required to be re-certified and this can be done during the last six (6) months of their certification. The system will automatically assign a new re-certification date, based on the date the on-line test was taken.

## ATTENDING FOR OTHER THAN CERTIFICATION PURPOSES

Persons wishing to attend a class for other than certification purposes will only be allowed to attend if that particular class is not filled with those needing to attend, at the discretion of the Instructor.

## TERMINAL OPERATOR / COORDINATOR CERTIFICATION

### REGULATIONS

- I. All persons authorized to use the system must be certified as an IDACS Terminal Operator within six (6) of months of being assigned a User ID.
  - A. New operators are not eligible to participate in On-Line Training until they have attended an IDACS Certified instructor led class. The instructor will administer a test at the conclusion of the course.
  - B. All persons designated, as their agency's IDACS Coordinator must be certified as an IDACS Coordinator within six (6) months of being appointed to that position.
    1. The Coordinator must be trained and certified in the Operator and the Coordinator course approved by the IDACS Section.
    2. New Coordinators are not eligible to participate in on-line certification testing until they have attended an IDACS Coordinator certification course.
  - C. Re-certified every two (2) years thereafter.
    1. Re-certification must occur before expiration and only during the last six (6) months that the current certification is valid.
    2. The testing of all re-certifications for Operators will be conducted On-Line. Any exceptions from On-Line testing will require approval from the IDACS Committee Chairman.
    3. Operators who fail the IDACS On-Line test two (2) times must then attend a State IDACS certification, instructor led course.
- II. Operators/Coordinators may be certified by:
  - A. Successfully completing the IDACS Course as offered by the IDACS Section.
    1. before attending class, the agency must:
      - a) have submitted fingerprint cards for the person's User ID assignment.
      - b) provide at least forty (40) hours of practical hands on training, including system information explained to the person and basic knowledge of keyboard and call-up formats.
    2. Must be present during all classes.
    3. Score at least 70%.

4. Applications for class attendance must be submitted in writing from the Agency Head or IDACS Coordinator to the IDACS Section. Requests can be made in writing by the following:

- a) FAX (317) 233-3057
- b) E-mail [idacs@isp.state.in.us](mailto:idacs@isp.state.in.us)
- c) U.S. Mail:  
Indiana State Police IDACS Section,  
Indiana Government Center North,  
100 N. Senate Ave.  
Indianapolis, IN 46204.

5. The request must contain the following information:

- a) Must indicate name of student, User ID and expiration date.
- b) Indicate the location and dates of the desired class.
- c) Must be received at the IDACS Section at least one (1) week prior to the scheduled class.

6. Class attendance requests will be approved in the order they are received.

### III. Changing or Additional Employment

A. A certified Terminal Operator who moves from one (1) terminal agency to another or applies for additional employment at another agency shall retain their current certification status.

B. Certified Operators who work for two (2) different terminal agencies must notify IDACS so that the Certified Operator File can be updated. The employee will need to be re-fingerprinted and a background check obtained and forwarded to IDACS for each agency they are employed with.

C. If a Certified Operator leaves employment with a law enforcement agency for thirty (30) days or more and re-applies for employment, that individual will be treated as a new operator that will require re-fingerprinting and a criminal background check. The original User ID will then be reactivated.

D. Once IDACS has assigned a User ID it cannot be changed. Marriages, divorces or any other legal name change will not affect or change the User ID.

### IV. Agencies Placed on Probation/Suspension

A. An agency placed on Probation/Suspension, may be required to send all Operators/Coordinator to an instructor led class if they are due for re-certification during the Probation/Suspension period. The IDACS Committee may require all employees to attend an instructor led class designated by the IDACS Committee.



- B. If an operator/coordinator is found to have misused the IDACS/NCIC Systems, the IDACS Committee may require them to attend an instructor led class designated by the IDACS Committee, before system access is continued.

### USERS & LIABILITY SEMINARS

In an effort to inform all users of IDACS System Data on what is available and the liabilities involved, the IDACS Section has developed two (2) seminars. These seminars will be scheduled once a year in each Area.

#### I. “USERS” Seminar

- A. Designed for Agency Administrators for persons who are not actually Operators of the system, but utilize the data. For example those persons that could profit from taking the class would be police officers, record clerks, detectives, technicians, prosecutors, probation officers, judges and other interested Criminal Justice personnel.

- B. What is available on the system.

#### II. “LIABILITY” Seminar

- A. Designed for Agency Administrators including, Sheriffs, Chiefs, Judges, and Prosecutors.

- B. Information concerning potential liabilities in the use of system data and what steps can be taken to reduce the potential risks.

III. Any agency may request the “Liability Seminar” provided they have sufficient people to attend (minimum of ten (10) students).

IV. Attendance, written notification of planned attendance is required.

## AGENCIES WITH IDACS CERTIFIED TRAINERS

Agencies with IDACS Committee Approval, and having been certified by an ISP IDACS Instructor may train operators within and behind their systems. These instructors will determine their class schedule, start times, locations of training, and materials used as approved by the IDACS Committee.

### I. Class Attendance

IDACS Operators will attend class held by certified instructors according to the following guidelines.

A. ALL FIRST TIME FULL service operators using the State's program will be trained in a classroom environment and paper tested by an ISP Instructor. After the first time they can either test on-line, go to a class led by an IDACS approved instructor from THEIR agency, or go to an ISP Instructor led class.

B. ALL FIRST TIME OMNIXX INQUIRY operators will go to an I.S.P. IDACS instructor led class. The first time operator will be paper tested by the instructor.

C. ALL FIRST TIME MDD operators will go to an instructor led class, by an IDACS Committee approved/certified instructor from THAT agency and will be tested at the end of the class.

All certification testing will be done on line after July 1, 2006.

D. ALL FIRST TIME COORDINATORS must attend a I.S.P. IDACS instructor led course and will be paper tested at the end of the class.

E. Inquiry re-certification operators have the option of:

1. Attending a ISP IDACS instructor led course and paper test.
2. Approved agency instructor review and on-line testing.
3. Participate in on-line training and testing.

### II. Instructor Certification

A. Agency Instructors will be approved based on the recommendation of the IDACS Section Trainer, and WILL BE RE-APPROVED every two (2) years.

B. ISP IDACS reserves the right to attend, assist, instruct, or use the ISP IDACS SECTION tests at any time. All class schedules by agency instructors will be provided to IDACS at least sixty (60) days in advance.

C. All course material must be approved by an I.S.P. IDACS Instructor.

D. Qualifications for Instructor Candidates

All Approved Instructor Candidates teaching IDACS-related topics for certification purposes must be certified using the following criteria.

1. Qualifications for Instructor Candidates include:
  - a) The Candidate should be appointed by the agency head on (department letterhead), and approved by the IDACS Committee Chairman.
  - b) The instructor candidate is required to be full operator certified, passing with a minimum grade of 80%.
  - c) The instructor candidate is required to use multi media/visual aid during their instruction.
  - d) The instructor candidate is required to either be I.L.E.A. certified or teach a class at their agency, observed by at least one (1) IDACS Instructor. The IDACS Instructor will use an approved evaluation form. If the candidate meets the criteria the IDACS Instructor will sign the evaluation verifying the candidate has been certified.
  - e) The instructor candidate is required to teach/provide an IDACS approved Lesson Plan.
2. Agencies that provide Mobile Data Devices (MDD's) must have in place a Certified Instructor within six (6) months of becoming a MDD Agency.
  - a) Qualifications for a Mobile Data Agency Instructor certification include:
    - (1) The MDD instructor should be appointed by the agency head (on department letterhead), and approved by the IDACS Committee Chairman.
    - (2) The instructor candidate is required to be Inquiry Operator Certified, passing with a minimum grade of 80%.
    - (3) The instructor candidate is required to use multi media/visual aid during their instruction.
    - (4) The instructor candidate is required to teach a MDD class, observed by one (1) IDACS Instructor. The IDACS Instructor will use an approved evaluation form and if the candidate meets the criteria the IDACS instructor will sign the evaluation verifying the candidate has been certified.
    - (5) The instructor candidate is required to teach/provide an IDACS approved MDD Lesson Plan.

E. All instructors must be re-certified within two (2) years of their original certification date.

Re-certification is accomplished by:

1. Submitting a memorandum on agency letterhead requesting re-certification as an IDACS Instructor. The memorandum must list:

- a) Dates of all IDACS Classes taught during the previous two (2) years.
- b) Number of students trained.
- c) Number of hours taught.
- d) Subject taught.

2. Submitting a copy of all training material being utilized which includes a copy of the media presentation being used.

F. Rejection, the IDACS Committee must vote on any instructor that is to be rejected.

Report on recommendation to be given by the IDACS System Coordinator.

## QUESTIONS AND ANSWERS ABOUT THE CERTIFICATION PROGRAM

Q: Would the agency I work for be in violation of the rules if I operate the terminal before I obtain my certification?

A: No. You are allowed up to six (6) months to become certified. As long as you accomplish this, your agency would not be in violation.

Q: At one time, I had all my Operators certified, but I presently only have one Operator, which is certified, and IDACS has conducted no schools recently to enable me to certify my new personnel. Will IDACS sanctions for violation of the rules and regulations be enforced against my agency?

A: Yes. The training and certification program is designed to allow the operator to be certified six (6) months in advance of their expiration date. Failure to have a sufficient number of operators certified is in violation of the Memorandum of Agreement signed by your agency.

Q: If I hire an Operator who was certified with another agency, would they still be considered certified?

A: Yes. An individual's certification is good for two (2) years. Moving from one agency to another has no effect on certification status. The second agency or the Operator should notify IDACS when certification is accomplished to make sure both files are properly updated. However, their expiration date will remain the same and the original expiration date.

Q: Can I attend part of the class now and the rest at another time?

A: No. Anyone enrolling in either course must be in attendance for the entire session to qualify for certification.

Q: I attended the course and failed the test once. Can I participate with On-Line Training?

A: Yes. However, if you then fail the test a second time, you must go back through the entire course.

Q: I applied for enrollment in the last scheduled certification class before the end of my first six (6) months of employment, but was turned down because it was full. Will my User ID expire?

A: Yes.

Q: I was once a certified Operator, but since have been promoted and have no User ID. I have recently been appointed my agencies Coordinator, but my certification has expired. Can I complete the test-outs on the Terminal Operator and Coordinator courses and be considered certified?

A: No. As an Agency Coordinator you must complete both the Terminal Operators course and the Coordinators course.

Q: There are no scheduled classes in the near future in my area and my certification expires shortly. May I attend one in another area?

A: Yes, if the class has seats available.

Q: If I fail the On-Line test, will I have to attend the course?

A: If the test is failed twice, you must then attend an IDACS sponsored training course.

Q: Can I attend an Operator class before I begin as a new employee?

A: No. An operator must first be fingerprinted, have a background check and User ID assigned by IDACS and forty (40) hours of practical training before attending class.

Q: As an IDACS Coordinator, I always have to wait a few days after an Operator starts before receiving their User ID. How can I have the User ID by the time they begin work?

A: As soon as you know the person has been hired, complete the required fingerprint card and forward it directly to the IDACS Section. Cards received are normally processed within one (1) business day.

Q: I have been an IDACS Operator for about a year. I have been recently appointed IDACS Coordinator. Does this mean that I'll have two expiration dates?

A: Yes.